



Presenting Agencies

- ◆ Regional Center of Orange County
- ◆ Office of Clients' Rights Advocacy
- ◆ Department of Rehabilitation
- ◆ California Children's Services
- ◆ CalOptima
- ◆ In-Home Supportive Services
- ◆ Adult Protective Services
- ◆ Social Security
- ◆ Dayle McIntosh Center
- ◆ Area Board XI

Topics include

- ◆ Subsidized Housing (HUD voucher)
- ◆ Special Education Services
- ◆ Mental Health Resources

Thursday, March 11, 2010

From 6:00 – 9:00pm

at

**Brandman University Campus
16355 Laguna Canyon Road
Irvine, CA 92618**

*Parking is free. Light refreshments
provided.*

RSVP Required!

**Please call (714) 558-4404 or
email
scarlett.vonthenen@scdd.ca.gov**

Please join us for an informative workshop on how to access...

Public Benefits and Community Resources

Representatives from a number of public service agencies will be present to share information and answer questions about their programs, services, and eligibility criteria.



Hosted by the State Council on Developmental Disabilities, Area Board XI
And Brandman University



Area Board XI



State Council on Developmental Disabilities

Area Board XI

2000 East Fourth Street, Suite 115

Santa Ana, CA 92705

Phone: (714) 558-4404

Facsimile: (714) 558-4704

www.scdd.ca.gov

www.scdd.ca.gov/Area_Board/Area_Board_11.htm

Agency Overview

- **Area Boards merged with the California State Council on Developmental Disabilities (SCDD) in 2003.**
- **Area Boards assist to carry out the SCDD mission.**
- **Thirteen Area Boards in California**
 - Area Board XI serves Orange County residents
- **The State Council on Developmental Disabilities**
 - Federally funded independent state agency
 - Ensures people receive the services and supports they need
 - Board consists of 29 individuals appointed by the governor
 - At least 60% of board membership are individuals with developmental disabilities and family members



Mission

The Council collaboratively advocates, promotes, and implements policies and practices that achieve self-determination, independence, productivity, and inclusion in all aspects of community life for Californians with developmental disabilities and their families.

Vision

Californians with developmental disabilities are guaranteed the same full and equal opportunities for life, liberty, and the pursuit of happiness as all Americans.



- **State Plan**

- Federal law requires the Council to identify ways to improve and increase services for individuals and their families, which is done through a State Plan

- ✦ http://www.scdd.ca.gov/State_Plan/2007-2011StatePlan.pdf

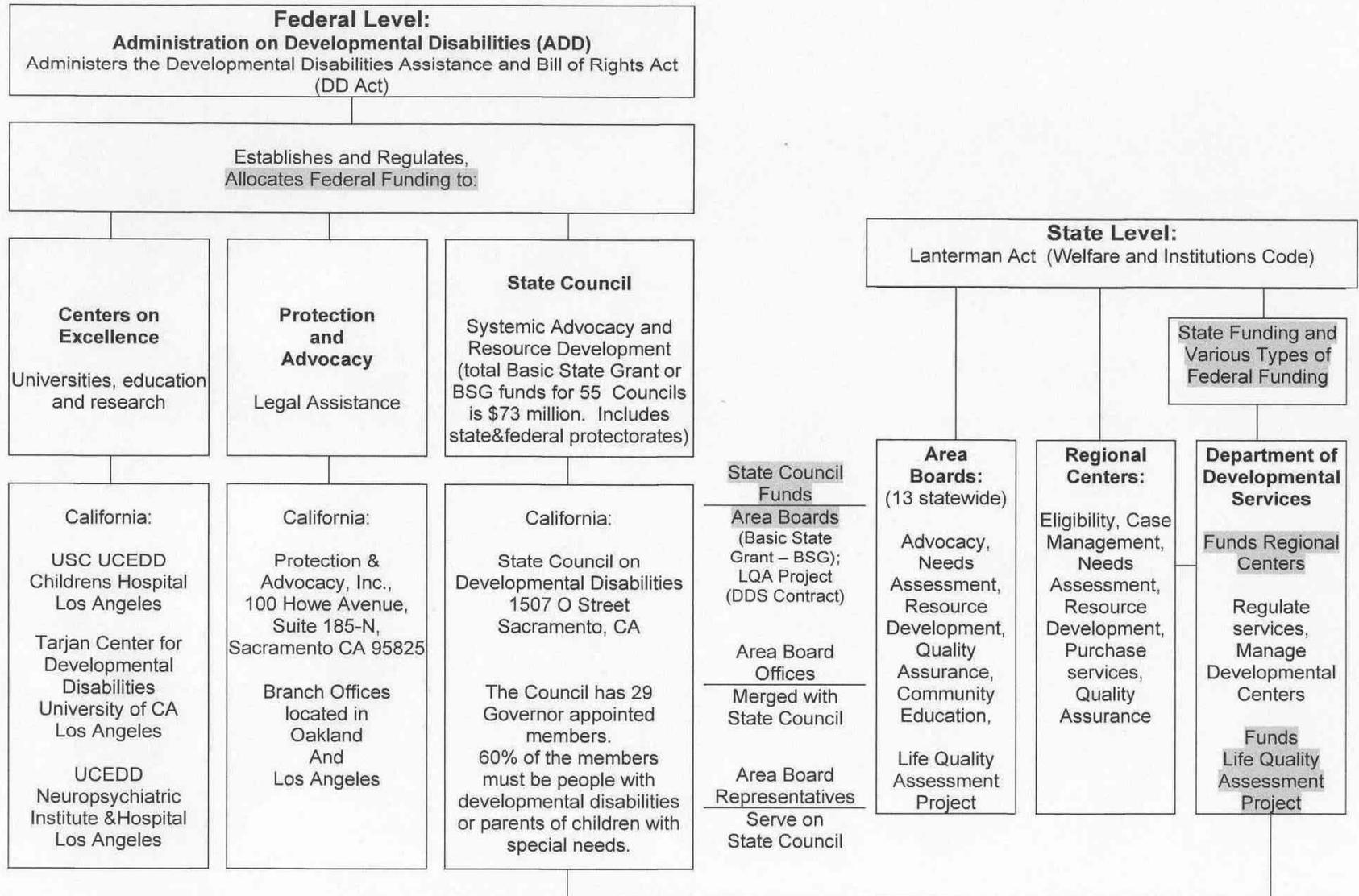
- **Strategic Plan**

- State of California requirement that each State Agency develop a Strategic Plan

- Provides overall policy and direction consistent with the vision and mission statement

- ✦ http://www.scdd.ca.gov/meetings_events/Committee_Agendas/Strategic/SCDDStrategicPlan.pdf

System Overview: How the State Council and Area Boards Are Set Up and Funded



Clientele



Orange County residents with developmental disabilities and their families



- **Developmental disability is defined as a mental and/or physical impairment that occurs before age 22 (under federal law) and substantially limits at least three areas of these areas:**
 - Self-care
 - Expressive or receptive language
 - Learning
 - Mobility
 - Capacity for independent living
 - Economic self-sufficiency
 - Self-direction
- **Developmental disability includes:**
 - Mental retardation
 - Autism
 - Epilepsy
 - Cerebral Palsy
 - A condition closely related to or requires treatment similar to that required for persons with mental retardation

Activities / Services Provided (BSG)

- Community outreach
- Training
- Technical assistance (information & referral)
- Supporting and educating communities
- Facilitating interagency collaboration
- Eliminating barriers to community services
- Encouraging self-advocacy and citizen participation
- Informing policymakers
- Demonstrating new approaches to services and supports
- Protecting and advocating for consumer rights
 - Individual advocacy at regional center and/or special education meetings

Projects



- **Quality Assurance Project**
 - Monitors systemic issues impacting regional center consumers living in the community
- **Clients' Rights Advocate**
 - Monitors the legal, civil, and service rights of Fairview Developmental Center residents
- **Volunteer Advocacy Services**
 - Provides representation for residents at Fairview Developmental Center, and those transitioning into the community who are unrepresented by family or conservators

Accessing Area Board XI Services



- **By telephone - (714) 558-4404**

- **In-person visits**

2000 East Fourth Street, Suite 115

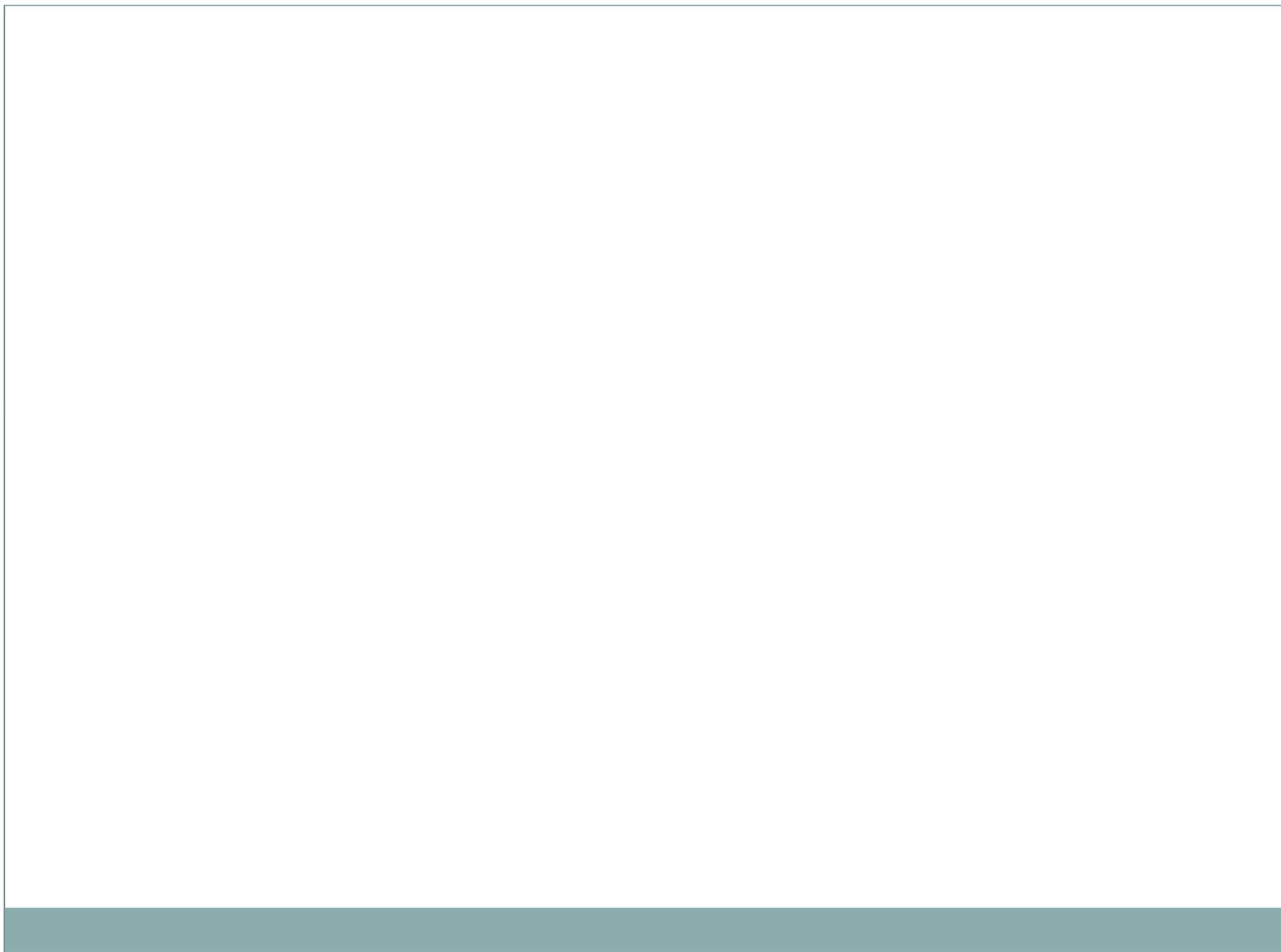
Santa Ana, CA 92705

(located inside the Citizen's Business Bank building at the cross streets of Fourth Street and Golden Circle)

- **By website – www.scdd.ca.gov**

Thank You!





Regional Centers of California

Regional Center of Orange County (RCOC)
In Service to People with Developmental
Disabilities

Goals of Presentation

- **Participants will be able to:**
 - *Identify the role and function of the regional center system in California*
 - *Describe the eligibility requirements for regional center services*
 - *State the timelines to determine eligibility for regional center services*
 - *List the common services available through regional centers*
 - *Describe the relationship between regional centers and other agencies serving persons with developmental disabilities in the community*

Regional centers ...assist persons with developmental disabilities and their families in securing those services and supports which maximize opportunities and choices for living, working, learning, and recreating in the community

Lanterman Act

Welfare and Institutions Code (WIC) 4640.7

Regional Centers

- Established by the Lanterman Developmental Disabilities Services Act in California
(Welfare and Institutions Code, Sections 4620 – 4867)
- Network of 21 nonprofit, private corporations in California
- Contracted with the State of California, under the Department of Developmental Services (DDS)
- Provide a local, fixed point of contact for persons with developmental disabilities and their families
- Assist to plan, access, coordinate and monitor services & supports
- Provide diagnosis and assessment of eligibility at no charge
- Contract with each Regional Center is unique

Regional Centers and Early Intervention

Regional centers also administer:

- **California Early Intervention Services Act**
(CEISA, Title 14 Government Code, Section 95000 et seq.)
 - Providing education, services, supports and referrals to eligible infants and toddlers in California
- and
- **California Prevention Program**
 - Providing resource referrals and education to eligible infants and toddlers

Regional Centers

- 2009 - serving approximately *244,361* “consumers” in California
- Provide locally administered, individualized, community-based services or referrals based on:
 - Prevention Program Plan (PPP)
 - Individualized Family Service Plan (IFSP)or
 - Individual Program Plan (IPP in Lanterman)

Regional Center Locations

(Color corresponds to area served by each Regional Center)



Regional Center: Service Categories

- **Diagnosis & Assessment**
 - Intake
- **Early Intervention** birth to age 35 months
 - Early Start
 - Prevention (10/1/2009)
- **Lanterman Services**
 - Children & Adults over 3 years of age

Intake/Diagnosis & Assessment

Eligibility for Intake

- Resident of the service area (21 service areas in California)
- Any person believed to have a developmental disability
- Any person believed to have a high risk of parenting a developmentally disabled infant
- Any infant (birth to 35 months of age) with a developmental delay, established risk condition or at high risk of becoming developmentally disabled

Early Intervention

Eligibility for Early Intervention:

- Infants and toddlers (birth to 35 months) with a **developmental delay** in either cognitive, communication, social or emotional, adaptive, or physical and motor development including vision and hearing; or
- Infants and toddlers who have **established risk** conditions of known etiology, with a high probability of resulting in delayed development; or
 - California Government Code: Section 95014(a)

Early Intervention Eligibility

Effective 10/1/2009

Previous Eligibility

- **Developmental Delay**

- Birth to 35 months
- 33% delay in 1 or more areas of development

- Cognitive
- Motor
- Communication
- Social
- Adaptive

- **Developmental Delay**

- Birth – **23 months**
 - **33% delay in 1 or more areas of development**
- **24-36 months**
 - **50% delay in 1 area or**
 - **33% delay in 2 or more areas of development**

Early Intervention Eligibility (cont)

Established Risk

- **0-35 months**
- **Condition of known etiology with a high probability of intellectual disability**

No changes to this category

Early Intervention Eligibility (cont).

➤ **Solely Low Incidence Disability**

- Hearing
- Vision
- Orthopedic
- No cognitive impairment

➤ **No changes to this category**

Served by the Department of Education

Prevention Program (10/1/2009)

Eligibility for Prevention Program:

- Infants and toddlers (birth to 35 months) who are at **high risk** of having a substantial developmental disability due to a combination of two or more of the following factors:
 - Prematurity of less than 32 weeks gestation and/or low birth weight of less than 1500 grams.
 - Assisted ventilation for 48 hours or longer during the first 28 days of life.
 - Small for gestational age: below the third percentile on the National Center for Health Statistics growth charts.
 - Asphyxia Neonatorum associated with a five minute Apgar score of 0 to 5.

Prevention Program Eligibility (cont.)

A combination of two or more of the following factors:

- Severe and persistent metabolic abnormality, including but not limited to hypoglycemia, academia and hyperbilirubinemia in excess of the usual exchange transfusion level.
- Neonatal seizures or nonfebrile seizures during the first three years of life.
- Central nervous system lesion or abnormality.
- Central nervous system infection.
- Biomedical insult including, but not limited to injury, accident or illness which may seriously or permanently affect developmental outcome.
- Multiple congenital anomalies or genetic disorders which may affect developmental outcome.

Prevention Program Eligibility (cont.)

A combination of two or more of the following factors:

- Prenatal exposure to known teratogens.
- Prenatal substance exposure, positive infant neonatal toxicology screen or symptomatic neonatal toxicity or withdrawal.
- Clinically significant failure to thrive, including, but not limited to weight persistently below the third percentile for age on standard growth charts of less than 85 percent of the ideal weight for age and/or acute loss or failure to gain weight with the loss of two or more major percentiles on the growth curve.
- Persistent hypotonia or hypertonia, beyond that otherwise associated with a known diagnostic condition.

Prevention Program Eligibility (cont.)

- High risk for a developmental disability also exists when the regional center determines that the parent of the infant or toddler is a person with a developmental disability.
- A toddler is also eligible for the prevention program when the regional center determines that a toddler between the ages of 24-35 months has a developmental delay in one domain of 33 percent through 49 percent. The developmental domains a regional center must consider are communication, cognitive, social/emotional, self-help/adaptive and physical.

Lanterman

Eligibility for Lanterman Services:

- Must have a developmental disability (WIC 4512 (a))
 - Mental Retardation/Intellectual Disability
 - Cerebral Palsy
 - Epilepsy
 - Autism
 - Condition similar to Mental Retardation/Intellectual Disability
- Time of Onset: Originating before age 18 years
- Prognosis: Likely to continue indefinitely
- Severity: Substantial disability in three (3) areas of major life activity

Substantial Disability (54001 Title 17 CCR)

- A condition which results in major impairment of cognitive and/or social functioning, representing sufficient impairment to require interdisciplinary planning and coordination of special or generic services to assist the individual in achieving maximum potential; and
- The existence of substantial functional limitations, as determined by the regional center, in three (3) or more of the following areas of major life activity, as appropriate to the person's age:
 - Learning;
 - Receptive and Expressive Language;
 - Self-care;
 - Mobility;
 - Self-direction;
 - Capacity for independent living;
 - Economic self-sufficiency

7 Areas of Major Life Activity

Area	Age		
	Birth to 5	6 to 18	Over 18
Learning	X	X	X
Receptive & Expressive Language	X	X	X
Mobility	X	X	X
Self-Care	X	X	X
Self-Direction	X	X	X
Independent Living		X	X
Economic Self-sufficiency			X

Lanterman Eligibility Exclusions

Developmental Disability shall not include conditions that are solely psychiatric disorders; solely learning disabilities; solely physical in nature

--Title 17, California Code of Regulations section 54000

Eligibility Time Lines

Early Start/Prevention

(Birth to age 35 months):

➤ Initial evaluation, assessment and development of the initial IFSP must occur within 45 days from the time of the referral

or

➤ If eligible for the prevention Program a PPP must be developed within 60 days from referral

Lanterman

(3 years and older):

➤ 15 days for initial intake and decision to provide an assessment

➤ 120 days to determine eligibility-development of IPP



Regional Center of Orange County (RCOC)

- **Four branch offices of RCOC located throughout the county of Orange**
- **Administrative office in Santa Ana**
- **Website: rcocdd.com**
- **To apply for services: RCOC Intake 8:00 AM to 5:00 PM**
 - **714-796-5354**
- **Main Telephone available 24 hours a day**
 - **714-796-5100**
- **For Early Start services statewide call (800) 515-BABY or e-mail earlystart@dds.ca.gov**

REGIONAL CENTER OF ORANGE COUNTY

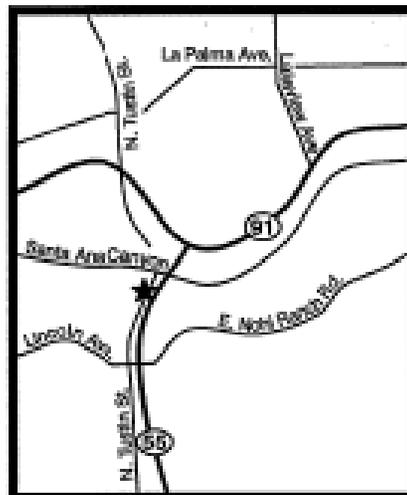
North Area

3111 North Tustin Street, Suite 150
Orange, California

TEL (714) 796-3700 FAX (714) 282-7910
TTY (714) 282-7494

Serving:

Anaheim
Anaheim Hills
Irvine
Fullerton
Orange
Placerville
Villa Park
Yuba Linda



FREEWAY:

EXIT:

Riverside (91) Eastbound ▶ Tustin Street
Riverside (91) Westbound ▶ Tustin Street

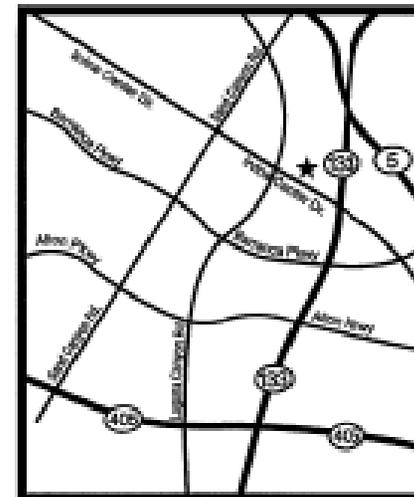
REGIONAL CENTER OF ORANGE COUNTY

South Area

46 Discovery, Suite 200
Irvine, California

TEL (714) 796-4860 FAX (949) 585-8166
TTY (949) 585-9325

Aliso Viejo	Laguna Woods
Capistrano Beach	Lake Forest
Coto de Caza	Las Flores
Dana Point	Mission Viejo
Dove Canyon	Monarch Bay
Foothill Ranch	Portola Hills
Irvine	R.S. Margarita
Ladera Ranch	San Clemente
Laguna Beach	S.J. Capistrano
Laguna Hills	South Laguna
Laguna Niguel	Tobacco Canyon



FREEWAY:

EXIT:

San Diego (5) Northbound ▶ Barranca Pkwy
San Diego (5) Southbound ▶ Barranca Pkwy

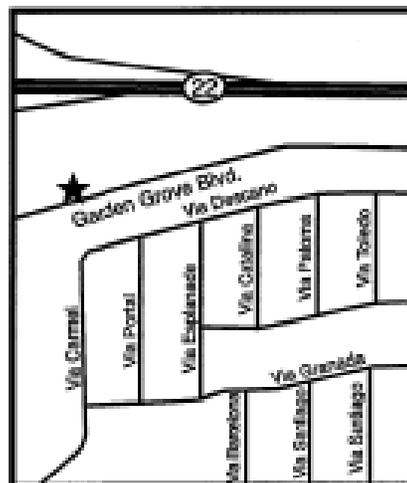
REGIONAL CENTER OF ORANGE COUNTY

West Area

5555 Garden Grove Blvd., Suite 100
Westminster, California

TEL (714) 796-3500 FAX (714) 799-6485
TTY (714) 889-5789

Buena Park	Los Alamitos
Cypress	Midway City
Fountain Valley	Rosemead
Garden Grove	Seal Beach
Huntington Beach	Stanton
La Habra	Sunset Beach
La Palma	Westminster



FREEWAY:

EXIT:

(405) Fwy ▶ Valley View
(22) Fwy ▶ Valley View

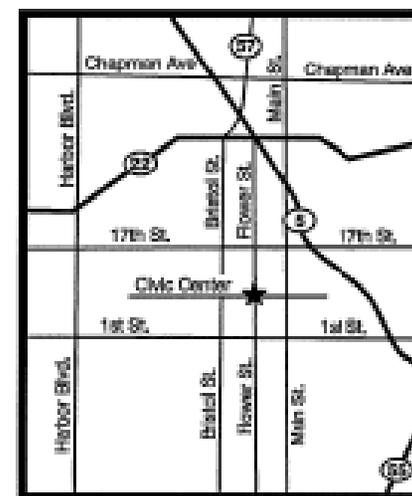
REGIONAL CENTER OF ORANGE COUNTY

East/Central Area

301 Civic Center Drive West, Suite 100
Santa Ana, California

TEL (714) 796-4100 FAX (714) 973-0336
TTY (714) 477-6021

Balboa	Newport Coast
Corona del Mar	Santa Ana
Costa Mesa	Santa Ana Heights
Covey Heights	Santiago Canyon
Newport Beach	Silverado Canyon
Newport Center	Tustin



FREEWAY:

EXIT:

(5) Fwy ▶ 17th Street

RCOC Mission Statement

“Regional Center of Orange County, within the spirit and mandate of the Lanterman Act, shall assist persons with developmental disabilities, and their families, in securing and coordinating those services and supports which maximize opportunities and choices for living, working, learning and recreating in the community and which result in consumer satisfaction and quality services which stress human dignity and openness to innovation.”

RCOC Service Philosophy

- Each individual with a developmental disability has the right to a life as “normal” as possible regardless of the degree of his or her disability. All individuals should have the opportunity to choose how they wish to participate in the benefits derived from everyday living experiences, including education, employment, and social activities, in settings that encourage interaction with their non-disabled peers.

Service Planning

- A Family or Person-Centered Planning approach is used in making decisions regarding services for infants, toddlers and persons with developmental disabilities
- In family and person-centered planning, everyone who uses regional center services has a planning team that includes the person utilizing the services, family members, regional center staff and anyone else who is asked to be there by the individual.

Regional Center “Umbrella”

- Person Centered Individual Program Plan (PCP/IPP) or Individualized Family Service Plan (IFSP) lists all of the services that the person or family is receiving to achieve their Desired Outcomes and, in the case of the IPP, ultimately their Long Range Goals
- Regional Center Service Coordinator (SC) coordinates services & supports as listed on the PCP/IPP or IFSP
- PCP/IPP or IFSP is a contract that ensures the person will receive necessary services and supports
- RCOC is always the Payer of Last Resort - must utilize generic resources to provide services & supports before using RCOC Purchase of Service (POS) funds

Agencies/Services/Generic Resources Under the RCOOC “Umbrella”

- **California Children’s Services (CCS)**
 - **In-Home Supportive Services (IHSS)**
 - **Medi-CAL/Cal-OPTIMA**
 - **Medicare**
 - **Supplemental Security Income (SSI)**
 - **Social Security Disability Programs (SSDI/SSDAC)**
 - **Housing Authority/HUD**
 - **Education**
 - **Medicaid Waiver**
 - **Children’s Home Society (CHS)**
 - **Mental Health Services**
 - **Department of Rehabilitation**
 - **O.C. Transportation Authority**
- and many more...**

Early Intervention Services

Based on the child's assessed developmental needs and family concerns and priorities as determined by each child's Individualized Family Service Plan (IFSP) team, early intervention services **may** include:

- assistive technology
- audiology
- family training, counseling, and home visits
- health services
- medical services for diagnostic/evaluation purposes only
- nursing services
- nutrition services
- occupational therapy
- physical therapy
- psychological services
- service coordination (case management)
- social work services
- special instruction
- speech and language services
- transportation and related costs
- vision services

Prevention Program Services

Based on the child's assessed developmental needs and family concerns and priorities as determined by each child's Prevention Program Planning team, prevention program services may include:

- Case management
- Referral to generic resources
- Family Resource Center

Lanterman Services

Regional Centers must use services provided through Generic Resources (community agencies) prior to using regional center funds. Service decisions are based on the persons assessed needs as determined by the Individual Program Plan (IPP) and IPP team. The following services **may** be included in the IPP and provided by the appropriate agency:

- Advocacy
- Employment and vocational training
- Family support services
 - Respite
 - Day care
 - Parent training
- Living options
 - Residential - Community Care Licensed
 - Residential – Health Care Licensed
 - Independent, Supported living and Adult Family Homes
- Medical and dental services & equipment
- Psychological, counseling and behavioral services
- Service Coordination
- Transportation

Every service agency shall, as a condition of continued receipt of state funds, have an agency fair hearing procedure for resolving conflicts between the service agency and recipients of, or applicants for, service.

***4705(a) Lanterman Act
Welfare and Institutions Code***

Initial Eligibility Appeal

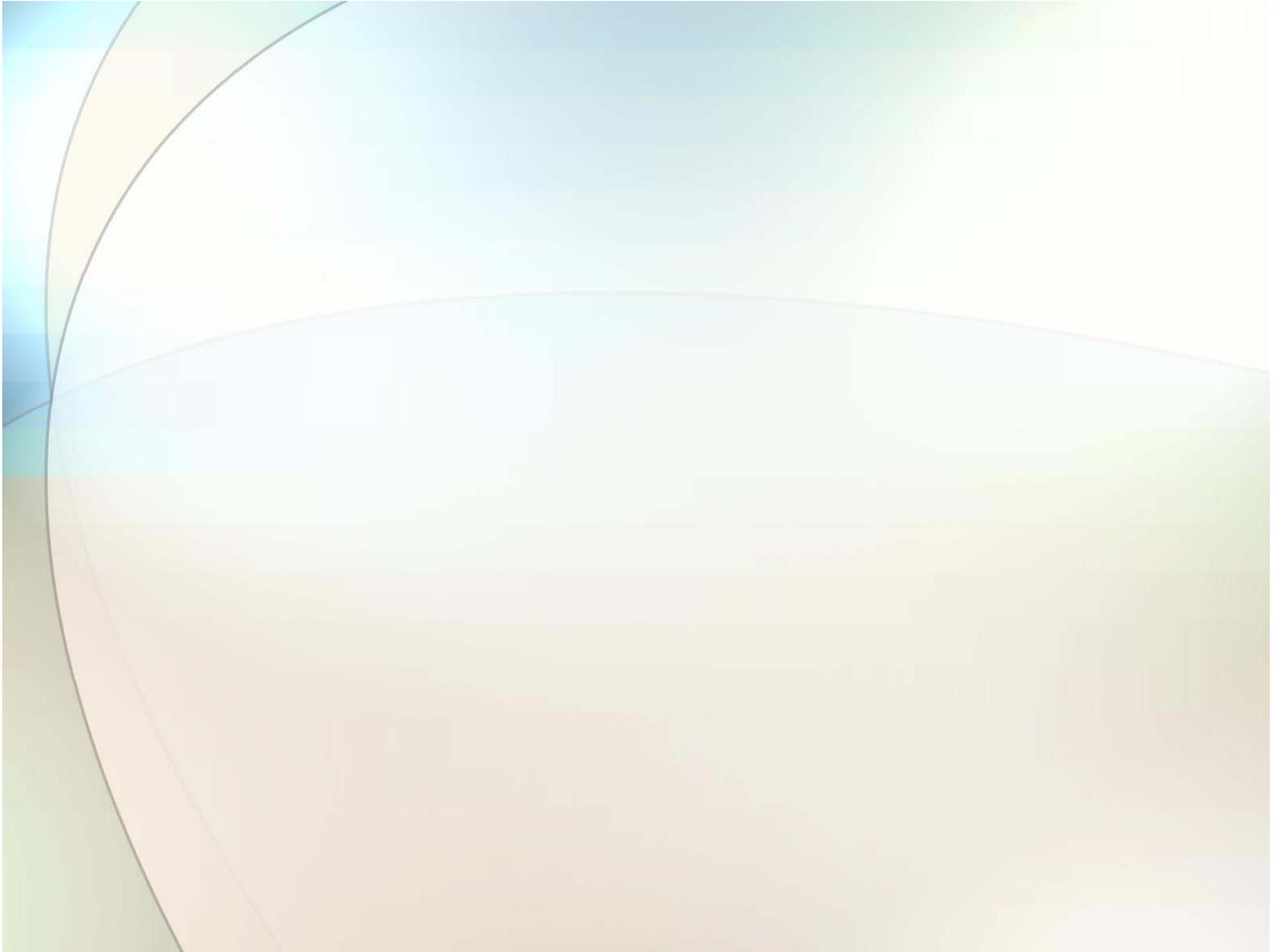
If a person requests regional center services and is found to be ineligible for these services, the regional center shall give adequate notice pursuant to Section 4701 WIC. Notice shall be sent within five working days of the time limits set forth in Sections 4642 and 4643 WIC.

Fair Hearing

- Per WIC 4710 (a) Adequate notice shall be sent to the applicant or recipient and the authorized representative, if any, by certified mail at least 30 days prior to any of the following actions:
 - The agency makes a decision without the mutual consent of the service recipient or authorized representative to reduce, terminate, or change services set forth in an individual program plan
 - A recipient is determined to be no longer eligible for agency services

Summary

- Role and function of the regional center system in California
- Eligibility requirements for regional center services
- Timelines to determine eligibility for regional center services
- Common services available through regional centers
- The “Umbrella” - relationship between regional centers and other agencies serving persons with developmental disabilities in the community
- Availability of an appeal when eligibility or services are denied



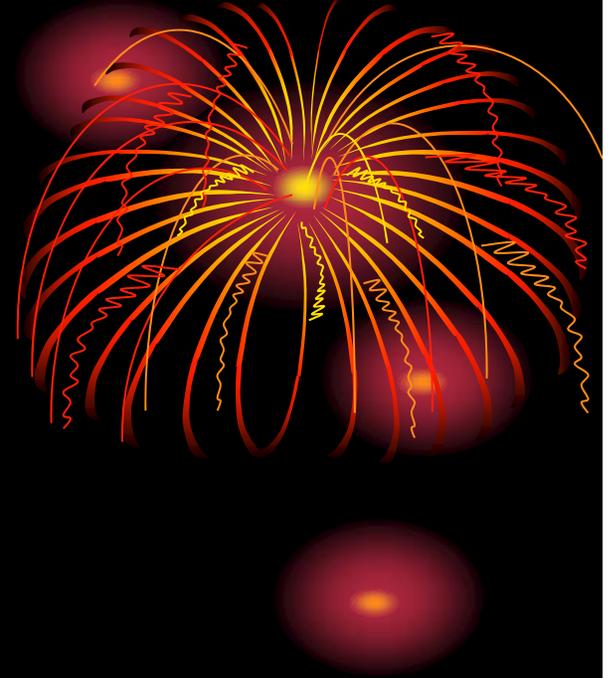


WHAT IS OCRA?

*An Introduction to the
Office of Clients' Rights
Advocacy*

Introduction of Presenter

- *Cynthia Salomon*
- *Assistant Clients' Rights
Advocate*



Introduction to OCRA



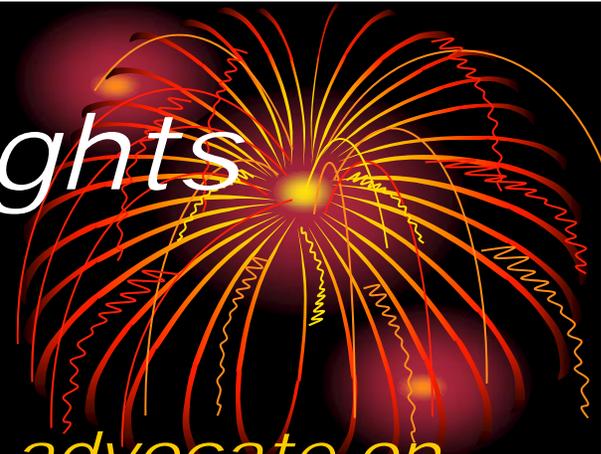
- *The Office of Clients Rights' Advocacy (OCRA) is a division of Disability Rights California, established through a contract with the California Department of Developmental Services (DDS).*

Organizational Structure



- *Unlike Disability Rights California., which is an organization that advocates on behalf of persons with ALL disabilities, OCRA specifically advocates on behalf of developmentally disabled consumers of the 21 regional centers across the state,*
- *those currently receiving regional center services,*
- *and those seeking regional center eligibility to become regional center consumers*

What is a Clients Rights Advocate?



- The CRA is a person trained to advocate on behalf of persons with developmental disabilities.*
- There are 21 CRA's across the state, one for every regional center*
- We are not employees of the regional center, instead, we are employees of Disability Rights California.*
- We provide free legal services for regional center consumers*
- Advocating to resolve legal problems related to the consumers disability*

Who is a regional center consumer?



- *A regional center consumer is a person with a developmental disability*
- *Who is receiving services from one of the 21 regional centers,*
- *Or is applying to a regional center (seeking eligibility) to receive services*

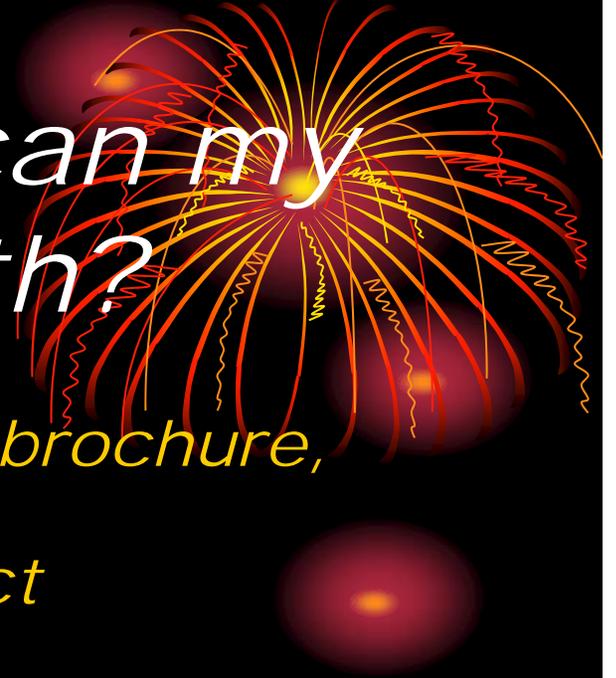
What can my clients' rights advocate do for me?



- *Investigate denials of services*
- *Review documents and advise you on how to resolve your case*
- *Help you to prepare for an up-coming meeting or hearing*
- *Assist in preparing documents to assure compliance with the law*
- *Provide legal trainings for consumers, families, service providers and community groups.*
- *Represent people with developmental disabilities at administrative hearings.*

What areas of law can my OCRA assist me with?

- *Service areas are listed in our brochure, and include the following:*
- *Regional Center/ Lanterman Act*
- *Special Education*
- *Social Security*
- *Medi-Cal, IHSS, and private insurance*
- *Discrimination and Abuse and Neglect*
- *Conservatorship and Guardianship*
- *Personal Autonomy*
- *Criminal Matters*
- *Community Integration and Rehabilitation*



How do I get OCRA to help me with my problem?



- *All you have to do is call the OCRA office assigned to your regional center*
- *OCRA staff will ask you to complete the “intake” process in which we ask you background information including the nature of your problem.*
- *Information which we use to determine how best we can assist you.*

Does OCRA assist every person who calls their offices?



- *OCRA tries to assist everyone who calls the office. However, the type of assistance may vary depending upon the nature of each "client's" problem and the availability of the CRA/ACRA.*
- *Staff will determine whether they can assist you beyond the "intake" process.*
- *Once your case proceeds past intake, you will be considered a "client" of OCRA.*

*Can OCRA guarantee they
will represent me?*



- *Unfortunately, NO.*
 - *Once you become a “client” of OCRA, your CRA will determine what level of assistance their office is able to provide you.*
- 

How does the CRA decide whether or not to represent me in my case?



- *In deciding whether to represent you directly, the CRA will consider the following:*
- *The merits of your case*
- *Your ability to advocate for yourself,*
- *The availability of OCRA resources*
- *And other advocacy sources available to you.*

Is every caller a client?

- *NO.*
- *Through its contract with DDS, OCRA serves consumers of the regional centers ONLY.*
- *Therefore, the consumer themselves is the client, not the parent, family member, service provider, or other advocate.*
- *As such, OCRA will work to support the expressed or best interests of the client.*



Expressed Interests vs, Best Interests



- *The expressed interests of the client determine the type and nature of the services that OCRA provides.*
- *If the client is unable to communicate their expressed interests, then OCRA will work to determine the best interests of the client and how they can be met, in accord with protections provided by both state and federal laws.*

Confidentiality

- *Since the regional center consumer is OCRA's client, only the client is entitled to receive information about their case.*
- *Therefore, OCRA cannot share information about an individual's case with anyone, without the client's permission.*
- *This means that OCRA can not share information with family members, service providers, health providers, or other advocates without first receiving consent from the client.*



Conflicts of Interest

- If a conflict arises between the expressed or best interests of the client, and the wishes of the family, service provider, or advocate, OCRA will always work for the expressed or best interests of the client, even if those interests are not in accord with the interests of the party that first contacted our office for assistance.*



What if I have a issue that my CRA cannot assist me with?



- *If you have a legal problem that OCRA cannot assist you with, OCRA may be able to refer you to another advocacy agency that can assist you.*
- *OCRA has self-help publications on a wide variety of legal issues available.*
- *Publications can be sent to you in the mail by calling your local OCRA office. Publications by mail may be sent with a requested donation to cover the costs of printing.*
- *Publications may also be downloaded for free from our website at www.disabilityrightsca.org.*
- *Publications may also be available for review at your local family resource centers*

How do I contact my local OCRA office?



- If you know the name and phone number of your local OCRA office, you may contact that office directly.*
- If you do not know the name of the staff in your local OCRA office, you may contact OCRA toll-free, at (800) 735-2922 or (800) 781-4546 (TTY), for information.*
- Contact information for all OCRA offices is also available at our on-line staff directory at www.disabilityrightsca.org.*





Dayle McIntosh Center

Public Benefits and Community Resources Workshop
March 11, 2010

Our Mission

- ▶ To advance the empowerment, equality, integration, and full participation of people with disabilities in the community.



Our History

- ▶ Dayle McIntosh Center (DMC) opened its doors in 1977.
- ▶ The center was named in memory of a young woman, Ms. Dayle McIntosh, who had a severe physical disability who worked to found the Center. She died soon after the Center opened.
- ▶ DMC is one of 28 Independent Living Centers (ILC) in the State of California, and is part of a larger National network of ILC's located throughout the country.
- ▶ As the largest ILC in California, we have 71 staff members, and over 50% of our staff and Board of Directors have a disability.
- ▶ DMC is a non-Residential facility whose staff provides resources and advocacy for people with disabilities so that they may maintain or enhance their desired level of independence. independence
- ▶ Independent Living is a philosophy and a movement of people with disabilities who work for self-determination, equal opportunity, and self-respect



Our Core Services

- ▶ Advocacy
- ▶ Information and Referral
- ▶ Independent Living Skills Training
- ▶ Peer Support



Our Other Services

- ▶ Aging with Vision Loss
- ▶ Assistive Technology
- ▶ Client Assistance Program
- ▶ COMMEND—
(Communication Medical
Emergency Network for the
Deaf)
- ▶ Community Outreach
- ▶ Disability Awareness/ADA
Training
- ▶ Housing Assistance
- ▶ Mobility management Program
- ▶ Olmstead Services
- ▶ Personal Assistance Services
- ▶ Public Education and
Awareness
- ▶ Sign Language Interpreting
- ▶ Vocational Services



How to Qualify for Our Services

- ▶ With the exception of three of our services, you must be a resident of Orange County
- ▶ You must have a disability that is impacting at least one area of your activities of daily living
- ▶ All of our services are FREE!



How to Contact Us

Main Center:

13272 Garden Grove Blvd.
Garden Grove, CA 92843
(714) 621-3300
TDD (714) 663-2087
FAX (714) 663-2094
(800) 972-8285

South County Branch:

24012 Calle De La Plata, Suite 110
Laguna hills, CA 92653
(949)460-7784
TDD (949)855-6749
FAX (949) 855-8742

24012 Calle De La Plata, Suite 130
Laguna Hills, CA 92653
(714)621-3300
(800)972-8285
FAX (949)983-9043

Website:

www.daylemc.org

Hours:

Monday-Friday
8:30 a.m. to 5:00 p.m.







CALIFORNIA CHILDREN'S SERVICES



County of Orange
Health Care Agency/Public Health



California Children's Services (CCS) Mission Statement

To improve the quality of life
for children with special health
care needs and their families

What is the CCS Program?

- ☞ Statewide program funded by county, state, & federal tax monies & some fees paid by parents
- ☞ Specialized medical care
- ☞ Physical & Occupational Therapy Services
- ☞ Case management
- ☞ Reimbursement to providers for medical treatment/care

What are the Goals of CCS?

- ☞ To identify children with special health care needs
- ☞ To facilitate access to medical care
- ☞ To prevent further disability through early diagnosis and treatment
- ☞ To maximize function for children with disabling conditions



Who is Eligible for CCS?

- ☞ Birth to 21 years of age
- ☞ California resident
- ☞ Financially eligible
 - Full-scope Medi-Cal
 - Healthy Families
 - Income less than \$40,000 or
 - Out-of-pocket medical expenses related to CCS condition exceed 20% of California adjusted gross income
- ☞ Eligible medical conditions

What conditions could be CCS medically eligible?

- ❏ Serious, catastrophic, or severely disfiguring medical conditions which may be congenital or acquired
- ❏ Life-threatening or physically disabling conditions which may require medical, surgical, or rehabilitative services
- ❏ Secondary condition eligible only when relates to or impacts the CCS eligible condition
- ❏ Some conditions must meet specific criteria to be CCS medically eligible, e.g.

seizures, cerebral palsy, chronic lung disease, growth hormone deficiency, hearing loss and NICU cases

Examples of CCS Medical Conditions

- 📄 Congenital Heart Defects
- 📄 Cancer
- 📄 Hemophilia, Sickle Cell Anemia
- 📄 Diabetes
- 📄 Renal Failure on dialysis, Spina Bifida
- 📄 Cleft lip/palate
- 📄 Cerebral Palsy

What Services Does CCS Provide?

Diagnostic Evaluations:

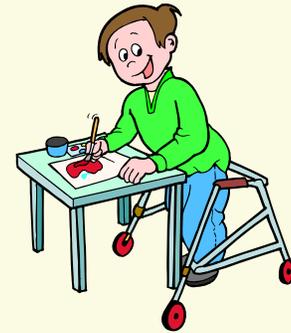
- Preliminary diagnostic evaluations for Medi-Cal eligible beneficiaries must be provided by the CalOptima health plan prior to referral to CCS
- CCS will authorize diagnostic evaluations when evidence is clearly suspect of a CCS eligible condition

What Services Does CCS Provide?

- 📄 Treatment services medically necessary to treat CCS eligible conditions
 - Physician, hospital and surgical care, medicines
 - laboratory tests, x-rays, medical supplies & equipment
 - Specialty Care Centers-team centered care
- 📄 Medical Case Management services related to CCS condition
- 📄 Physical and Occupational Therapy

CCS Medical Therapy Program (MTP)

- ☞ Provides physical and occupational therapy necessary for the CCS MTP eligible conditions
- ☞ Twelve Medical Therapy Units located throughout county in public school settings
- ☞ Orthotics and Durable Medical Equipment (DME)
- ☞ Medical Therapy Conferences



Eligibility for the CCS MTP

- 📄 Birth to 21 years of age
- 📄 Resident of California
 - Intent to reside in California
- 📄 Medically eligible diagnosis
 - Neuromuscular
 - Musculoskeletal
- 📄 Requires Program Application
- 📄 Financial eligibility is not required

How are CCS Services Obtained?

- ☞ Anyone may refer a child to CCS
- ☞ Submit Service Authorization Request Form (SAR) with current medical reports documenting the suspected CCS condition.

Eligibility Process

- ☞ CCS Program Application signed by parent or legal guardian for CCS only and MTP services
- ☞ Financial Interview for CCS only
some families may pay fees
- ☞ Parents to inform CCS of changes and questions related to CCS benefits

Application to Determine CCS Program Eligibility



County of Orange Health Care Agency • Public Health Services
CALIFORNIA CHILDREN SERVICES
 200 W. Santa Ana Blvd., Suite 100, Santa Ana, CA 92701-4134
 PHONE: (714) 347-0300 ♦ FAX: (714) 347-0301
 www.ochealthinfo.com/public/ccs

APPLICATION TO DETERMINE CCS PROGRAM ELIGIBILITY

This application is to be completed by the parent, legal guardian, or applicant (if age 18 or older, or an emancipated minor) in order to determine if the applicant is eligible for CCS services/benefits. The term "applicant" means the child, individual age 18 or older, or emancipated minor for whom the services are being requested. Please type or print clearly in black or blue ink.

A. Applicant Information

1. Name of applicant (last) (first) (middle)			Name on birth certificate (if different)		Any other name the applicant is known by	
2. Date of birth (month, day, year)		3. Place of birth—county and state		Country, if born outside the U.S.		
4. Applicant's residence address (number, street) (do not use a P.O. box)			City		County ZIP code	
5. Gender <input type="checkbox"/> Male <input type="checkbox"/> Female		6. Race/Ethnicity		7. Social security number (optional)		
8. What is the applicant's suspected eligible CCS condition or disability?						
9. Name of applicant's physician				10. Physician's phone number ()		

B. Parent/Legal Guardian Information (Applicants age 18 or older, or emancipated minors skip items 11 and 13.)

11. Name(s) of parent or legal guardian			12. Mother's first name (if not identified in 11)		Mother's Maiden name	
13. Residence address (number, street) (do not use a P.O. box)			City		County ZIP code	
14. Mailing address (if different from 13)				City ZIP code		
15. Day phone number ()		16. Evening phone number ()		17. Message phone number ()		18. What language do you speak at home?

C. Health Insurance Information

19. Does the applicant have Medi-Cal? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, what is the applicant's Medi-Cal number?		Is there a share-of-cost? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, what amount do you pay per month? \$	
20. Is the applicant enrolled in the Healthy Families program? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, what is the name of the plan?					
21. Does the applicant have other health insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, what is the name of the insurance plan or company?					
Type of insurance plan or company <input type="checkbox"/> Preferred Provider (PPO)		<input type="checkbox"/> Health Maintenance Organization (HMO)		<input type="checkbox"/> Other: _____			
22. Does the applicant have dental insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No				23. Does the applicant have vision insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No			

D. Certification (Initial and sign below. Your signature authorizes the CCS program to proceed with this application.)

____ I am applying to the CCS program in order to determine eligibility for services/benefits. I understand that the completion of this application does not assure acceptance of the applicant by the CCS program.

____ I give my permission to verify my residence, health information, or other circumstances required to determine eligibility for CCS services/benefits.

____ I certify that I have read and understand the information or have had it read to me.

____ I also certify that the information I have given on this form is true and correct.

Signature of person completing the application		Relationship to the applicant		Date	
Signature of witness (only if the person signed with a mark)				Date	

Mail this completed signed form to CCS, 200 W. Santa Ana Blvd., Suite 100, Santa Ana, CA 92701.

Who can provide services for CCS clients?

- ☞ Provider must be a Medi-Cal/Denti-Cal provider and have their National Provider Identification Number (NPI) linked to their current/active Medi-Cal or Denti-Cal provider number
- ☞ CCS paneled physicians
- ☞ Other CCS paneled specialists: audiologists, speech pathologists, OT & PT, dieticians
- ☞ CCS approved hospitals

Who else provides services for CCS clients?

- ☞ CCS approved Specialty Care Centers
- ☞ CCS Therapy staff of Licensed Physical and Occupational Therapists
- ☞ Dentists, orthodontists, pharmacies & other vendors who do not need to be paneled

How does CCS relate to Medi-Cal?

- 📄 CCS case manages children with CCS medically eligible conditions who have:
 - Full scope, no share-of-cost Medi-Cal or have other types of MC with CCS financial contracts in place
- 📄 CalOptima Health Plans provide other medical care unrelated to the CCS eligible conditions

How does CCS relate to Healthy Families?

- ☞ CCS case manages all Healthy Family children with CCS medically eligible conditions
- ☞ Referrals must be timely
- ☞ Healthy Family plans provide other medical care unrelated to CCS eligible conditions

Can a child with private insurance qualify for CCS?

- ☞ Yes, but HMO/EPO/POS coverage is primary
- ☞ Exclusion letter from the administrative office of the insurance company
- ☞ Exceptions: Newborn Metabolic & Hearing Screening and/or the High Risk Infant Program
- ☞ Residential & financial eligibility required

Transfer of Care

📄 Physician is not paneled

📄 Hospital or PICU is not CCS approved

📄 Level of care is not appropriate

Transition



Client is turning 21



Client is no longer CCS eligible



Provider requests transition of service

Transition

CCS role:

- Reviews continued medical eligibility
- Transitions case to CalOptima Health Plan if appropriate
- Communicates with family and providers about decisions
- Transitions to another provider for appropriate level of care
- Mails resource letter and provides assistance in transitioning before the client turns 21

CCS Appeals Process

- 📄 Service denied, reduced, or terminated by CCS. Notice of Action (NOA) sent to the family
- 📄 Parent /client over 18 may file appeal in writing within 30 days of receiving the NOA
- 📄 CCS answers appeal within 21 days
- 📄 Fair Hearing may be requested within 14 days of the appeal decision
- 📄 Providers may ask for reconsideration

CCS Provider Relations Team

- ☞ Provides support and consultation to CCS providers
- ☞ Provides outreach and recruitment of new providers
- ☞ Conducts CCS program training for providers
- ☞ Facilitates problem resolution when needed

How Do I Contact CCS in Orange County?

 Call (714) 347-0300

 Fax (714) 347-0301

 Address: 200 W. Santa Ana Blvd.,
Suite 100

Santa Ana, California 92701

 Internet website:

www.ochealthinfo.com/public/ccs



MEDICAL THERAPY PROGRAM (MTP)
MEDICAL THERAPY UNIT (MTU)



Therapy Services

Medical Therapy Program

- Occupational Therapy (OT)
- Physical Therapy (PT)
 - No financial requirement
 - Valid/completed application required

Orthotics and Durable Medical Equipment

Medical Therapy Conferences

Eligibility

 **Birth to 21 Years of age**

 **Resident of California**

 **Medically Eligible Diagnosis**

- **Neuromuscular**
- **Musculoskeletal**

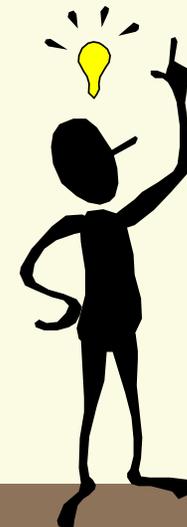
Referral

- 📄 Service Authorization Request (SAR)
- 📄 CCS Program Application – Signed by parent or legal guardian
- 📄 Current medical records
 - Within the last 12 months
 - Clinical findings which support the CCS suspected condition
- 📄 Release of information signed by parent or legal guardian.



Process

- 📄 **Referral is reviewed**
- 📄 **Case referred to MTU**
- 📄 **Initial evaluation is scheduled**
- 📄 **Recommendations are shared with parent**
- 📄 **Physician writes prescription**
- 📄 **Services begin**



OT and PT Services

State Criteria Applied

- FREQUENCY
- LENGTH OF SESSIONS

OT/PT Sessions

Parent Participation

School Sites

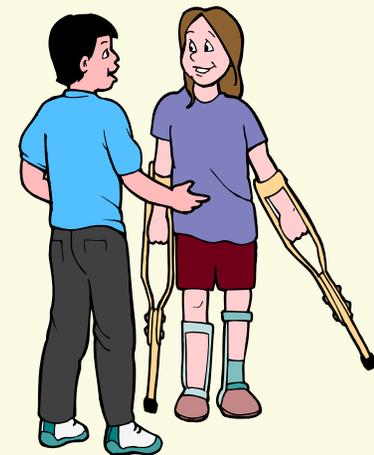


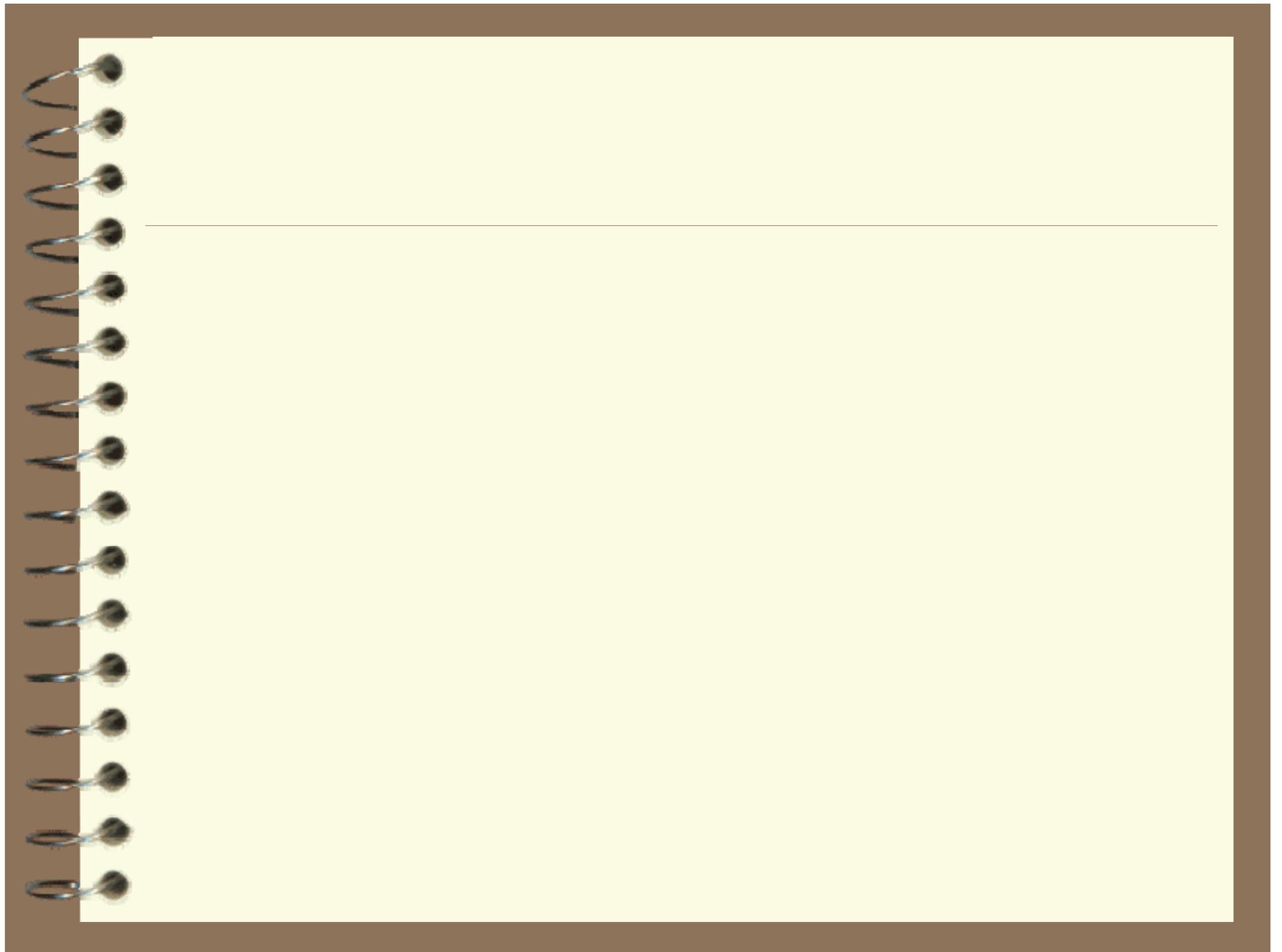
Other Services

- 📄 Medical Therapy Unit Conference
 - Pediatrician/ therapists/ Nurse/ Social Worker
- 📄 Referral for Specialized Care
 - Requires Financial
- 📄 Durable Medical Equipment
 - Requires Financial
- 📄 Orthotics
 - Requires Financial

Where are the Medical Therapy Units (MTU's)?

- 📄 Anaheim MTU
- 📄 Baden Powell MTU, Anaheim
- 📄 Carl Harvey MTU, Santa Ana
- 📄 Costa Mesa MTU
- 📄 R.H. Dana MTU, Dana Point
- 📄 Garden Grove MTU
- 📄 Irvine
- 📄 Placentia MTU
- 📄 Phillip J. Reilly MTU, Mission Viejo
- 📄 Tustin
- 📄 Westminster MTU
- 📄 Woodcrest MTU, Fullerton







CalOptima
Better. Together.

CalOptima Overview

Public Benefits and Community Resources Workshop
March 11, 2010

Lizeth Granados
Member Liaison Manager

What is CalOptima?

A managed care plan that administers health insurance programs for families, children, seniors and persons with disabilities.



Who does CalOptima serve?

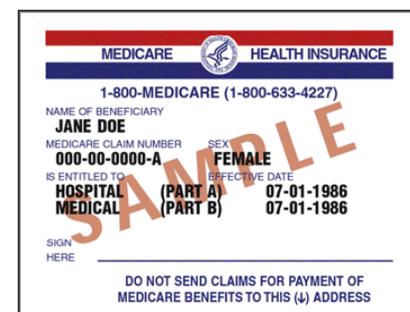
- CalOptima serves nearly 400,000 Orange County residents through 4 programs:
 - Medi-Cal
 - Healthy Families
 - Healthy Kids
 - OneCare (a Medicare Advantage Special Needs Plan for Dual Eligibles)
- That means, we take care of more than 1 in 9 Orange County residents
- We insure 1 in 4 Orange County children, making us the largest insurer of children in our community

Who are CalOptima members?

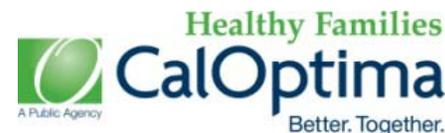
- Medi-Cal beneficiaries



- Medi-cal and Medicare Dual Eligibles



- Children enrolled in the Healthy Families Program and Healthy Kids Program



What does CalOptima do?

- **Ensure Access to Care**

- Contract with a network of providers to deliver health care services
- Link members to health networks and providers

- **Ensure Quality of Care**

- Oversee quality of services provided by contracted providers

- **Ensure Cost-Effectiveness of Care**

- Establish rules for appropriateness of care
- Directly reimburse providers for certain services

Member Liaison Program

- Specialized unit comprised of a Manager and four Member Liaisons
 - Languages: English, Spanish, Vietnamese and Cantonese
- Assist in coordination of health care and social services for Seniors, Members with Disabilities or Chronic Conditions and Members without Housing.
- Serve as liaison between members, health networks, providers, and community-based organizations
- Offer community and member outreach through internal and external events such as trainings, workshops and health fairs

Where can I get help?

- CalOptima Customer Service
 - 1-714-246-8500 or 1-888-587-8088
- Member Liaison Program
 - Assist Seniors, Members with Disabilities or Chronic Conditions and Members without Housing.
- To file a complaint, contact CalOptima's Customer Service Department or submit an online complaint form www.caloptima.org/membersgrievance.asp

Some Local Resources

- **Aging and Disabilities Resource of Orange County**
1-800-510-2020 or www.adrcoc.com
- **Council on Aging – Health Insurance Counseling Advocacy Program (HICAP)**
1-714-533-8275 or www.coaoc.org
- **Dayle McIntosh Center**
1-714-621-3300 or TDD 1-714-663-2081
www.daylemc.org
- **Team of Advocates for Special Kids (TASK)**
1-866-828-8275 or 1-714-533-8275 or www.taskca.org
- **2-1-1**
www.211oc.org

Questions





Social Security Administration



Disability Programs

Types of Disability Programs

- Social Security benefits for workers
- Social Security benefits for adults disabled since childhood
- Supplemental Security Income (SSI) for children and adults



Social Security Disability Insurance



- To qualify, the disabled person must have a recent work history
- Special rules apply to younger persons who need less work to qualify

Work Requirements

The amount of work you need depends on your age at the time disability starts

- Before age 24
 - 1-1/2 years of work in a three-year period before becoming disabled
- Age 24-31
 - work during half the time between age 21 and the time the disability began
- Age 31 or older
 - work during five out of the 10 years before the disability began

Work Credits

- In 2010 it takes \$1,120 to earn 1 work credit
 - \$2,240 earns 2 work credits
 - \$3,360 earns 3 work credits
 - \$4,480 earns 4 work credits
(maximum number of credits in 1 year)
- Amount of earnings needed to earn a work credit changes every year



Amount of Benefit

- Benefits are calculated based on your entire work history
- If your Social Security benefit amount is lower than the full SSI payment, you may be eligible to receive both Social Security and SSI

Prevent identity theft—protect your Social Security number

Your Social Security Statement

Prepared especially for Wanda Worker

January 2, 2008

See inside for your personal information

WANDA WORKER
456 ANYWHERE AVENUE
MAINTOWN, USA 11111-1111

socialsecurity.gov

Your Estimated Benefits

You have earned enough credits to qualify for benefits. At your current earnings rate, if you stop working and start receiving benefits... \$ 1,018 a month

If you continue working until... \$ 1,476 a month

At age 62, your payment would be about... \$ 1,840 a month

If you full retirement age (67 years), your payment would be about... \$ 1,350 a month

age 70, your payment would be about... \$ 1,350 a month

*Retirement You have earned enough credits to qualify for benefits. If you become disabled right now, your payment would be about... \$ 1,350 a month

*Disability You have earned enough credits to qualify for benefits. If you die this year, certain members of your family may qualify for the following benefits:

*Family Survivors

Your Earnings Record

Years You Worked	Your Taxed Social Security Earnings	Your Taxed Medicare Earnings
1983	560	560
1984	1,358	1,358
1985	2,312	2,312
1986	3,756	3,756
1987	5,241	5,241
1988	6,530	6,530
1989	8,674	8,674
1990	10,416	10,416
1991	12,665	12,665
1992	14,921	14,921
1993	16,448	16,448
1994	18,456	18,456
1995	20,054	20,054
1996	22,049	22,049
1997	24,213	24,213
1998	26,267	26,267
1999	28,452	28,452
2000	30,674	30,674
2001	31,991	31,991
2002	32,863	32,863
2003	34,191	34,191
2004	36,288	36,288
2005	38,097	38,097
2006	40,352	40,352
2007	Not yet recorded	Not yet recorded

You and your family may be eligible for valuable benefits:

When you die, your family may be eligible to receive survivors benefits.

Social Security may help you if you become disabled—even at a young age.

A young person who has worked and paid Social Security taxes in as few as two years can be eligible for disability benefits.

Social Security credits you earn move with you from job to job throughout your career.

Michael J. Astrue
Commissioner

* These estimates are based on the intermediate assumptions from the Social Security Trustees' Annual Report to the Congress.

Disability for an Adult (Over Age 18) Both Social Security and SSI

- Must have a physical or mental impairment (or combination of conditions)
- Inability to perform substantial work activity
- Disability must be expected to last 12 consecutive months or result in death
- We consider age, education and past work activity



Benefits for Family Members

Certain members of your family may be eligible for Social Security benefits

- Your spouse, if he or she is 62 or older
- Your spouse, at any age if he or she is caring for a child of yours who is younger than age 16 or disabled
- Your unmarried child, including an adopted child, or, in some cases, a stepchild or grandchild. The child must be under age 18 or under age 19 if in elementary or secondary school full time
- Your unmarried child, age 18 or older, if he or she has a disability that started before age 22. (The child's disability also must meet the definition of disability for adults)
- A divorced spouse if he or she was married to you for at least 10 years, is not currently married and is at least age 62

NOTE: *The money paid to a divorced spouse does not reduce your benefit or any benefits due to your current spouse or children*

Social Security Benefits for Adults Disabled Since Childhood



Benefits can be paid on the record of a disabled, retired or deceased parent to an unmarried child of any age if the child became disabled before the age of 22

Medicare Coverage

- You will automatically be enrolled in Medicare after being entitled to disability benefits for 24 months
- We will send you information about Medicare several months before your coverage starts

NOTE: *People who have permanent kidney failure requiring dialysis or a transplant or have amyotrophic lateral sclerosis (Lou Gehrig's disease) may qualify for Medicare almost immediately*

Supplemental Security Income (SSI)

Who Can Get SSI?

People with limited income and resources who are:

- blind, at any age; or
- disabled, at any age; or
- age 65 or older

SSI Benefits for Adults

- Resource limits
 - \$2,000 for individual
 - \$3,000 for couple
- We count
 - bank accounts (CDs, IRAs)
 - second car
 - stocks and bonds, 401Ks
 - liquid assets
 - property other than where you live



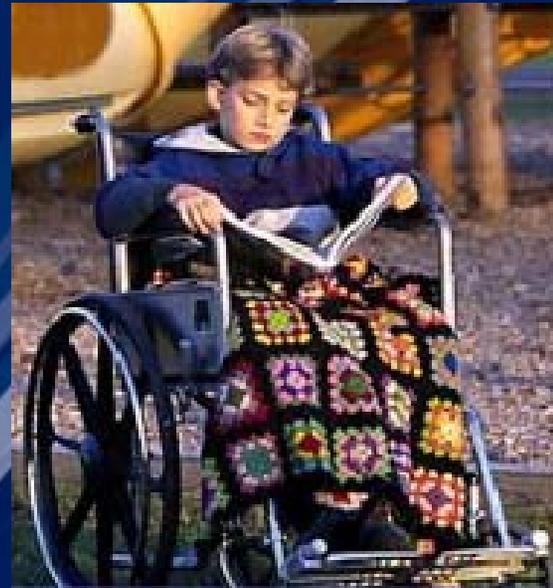
SSI Benefits for Adults

- We don't count as resources
 - home in which you live
 - first car
 - burial plots
 - some resources set aside for burial



SSI Benefits for Children

- Supplemental Security Income (SSI) pays benefits to disabled children living in households with limited income and resources
- For eligibility, we look at the income and assets of parent(s) living in the household and those of the child who is disabled



SSI Benefits for Children

- Resource limits
 - \$4,000 if living with 1 parent
 - \$5,000 if living with 2 parents
 - \$2,000 if living with other than parents
- We count
 - bank accounts (including CDs & IRAs)
 - second car
 - stocks and bonds, 401Ks
 - liquid assets
 - property other than where you live

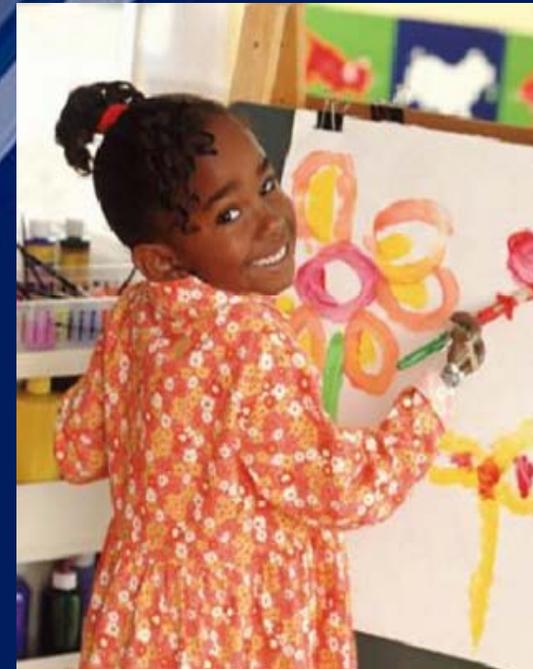
SSI Benefits for Children



- We don't count as resources
 - home in which family lives
 - first car
 - burial plots
 - some resources set aside for burial

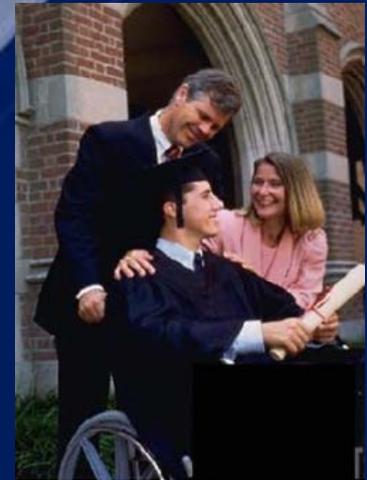
Determining Disability for Children Under Age 18

- Must have a physical or mental impairment (or combination) that results in marked and severe limitation in functioning
- Condition must be expected to last at least 12 months or result in death



When the Child Reaches Age 18

- We no longer count the income and resources of parent(s) for eligibility
- If the child continues to live with parent(s) but does not pay for food or shelter, a lower SSI payment may apply
- We make a new disability determination using the adult rules



Medicaid

- People who qualify for SSI also qualify for Medicaid
- Your local medical assistance office will contact you for additional information the agency needs for qualification



The Application Process

There are several ways to apply for benefits:

- Visit our website at *www.socialsecurity.gov* to apply online
- Call or visit any Social Security office to schedule an appointment
- Contact us toll-free at **1-800-772-1213**
(TTY **1-800-325-0778**)

The Application Process

When you apply for benefits, we will ask you to:

- Describe your disabling condition
- Give us information about where you have received treatment for your disability
- Give us information about your medications
- Give us information about your education and past work history
- Authorize release of your records to be used in making the disability decision



The Application Process

To apply for benefits, you must:

- Complete an application
- Provide information about your disabling condition and work activity on a disability report form

Some forms can be completed online, depending on the type of benefit

For more information, visit our website:

www.socialsecurity.gov/applyfordisability

What You Can Complete Online

Social Security Disability Benefits

You can complete both the application and the *Adult Disability and Work History Report* (Form SSA-3368)

The screenshot displays the online form SSA-3368, titled "DISABILITY REPORT ADULT". The left side of the page contains explanatory text under the heading "WHAT WE MEAN BY 'DISABILITY'", defining disability as the inability to work for at least 12 months or indefinitely. The right side is the form itself, which includes a header for "SOCIAL SECURITY ADMINISTRATION" and "DISABILITY REPORT ADULT". Below this, there are fields for "Name" (First, Middle Initial, Last) and "Social Security Number". A "SECTION 1 - INFORMATION ABOUT THE DISABLED PERSON" section follows, containing several questions and checkboxes:

- A. NAME (First, Middle Initial, Last)
- B. SOCIAL SECURITY NUMBER
- C. DAYTIME TELEPHONE NUMBER (with fields for Number, Message Number, and None)
- D. Give the name of a friend or relative that we can contact (with fields for NAME and RELATIONSHIP)
- E. What is your height without shoes? (with fields for IN, CM, and FEET)
- F. What is your weight without shoes? (with fields for LBS and KG)
- G. Do you have a medical assistance card? (with checkboxes for YES, NO, and Medicaid)
- H. Can you speak and understand English? (with checkboxes for YES, NO, and other)
- I. Can you read and write? (with checkboxes for YES, NO, and other)

The bottom of the page includes a "PRINT" button and a page number "3 of 12".

What You Can Complete Online

Supplemental Security Income (SSI)

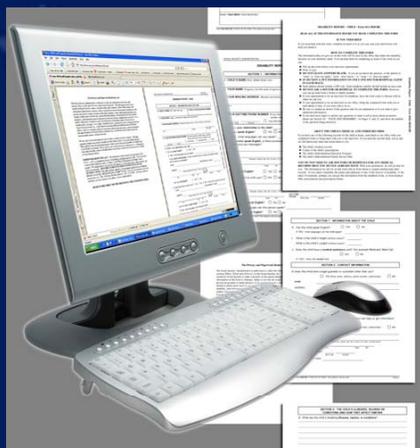
You can complete the *Adult Disability and Work History Report* (Form SSA-3368)

Call **1-800-772-1213** (TTY **1-800-325-0778**)
or contact your local Social Security office to
set up an appointment to complete the SSI
application in person or over the phone

What You Can Complete Online

Disability Benefits for Children

You can complete the *Child Disability Report* (Form SSA-3820)



Call **1-800-772-1213** (TTY **1-800-325-0778**) or contact your local Social Security office to set up an appointment to complete the rest of the application in person or over the phone

Advantages of Online Applications

When you apply for benefits online, you can:

- Complete the application forms at your convenience
- Take several sessions to complete the forms
- Take advantage of online help
- Print a copy for your records before submitting them

What Happens Next

- Social Security will forward your application to the state Disability Determination Services (DDS) agency
- The DDS will contact your medical providers to obtain your medical records
- The DDS may ask you to provide additional information about how your condition affects your daily activities

And Then What?

- If adequate information is available in existing records, along with your statements, the DDS will make a decision
- The DDS may ask you to have a special examination at our expense if more information is needed about your disabling condition



If Your Claim Is Allowed

We will send you an award notice that explains

- When your benefits start and your monthly benefit amount
- Information you need to report to us
(Examples: work activity, medical improvement)
- When your case will be reviewed
- What to do if you have any questions

If Your Claim Is Denied

- You will get a letter explaining our decision
- You may appeal the decision within 60 days after you receive our notice
- You will need to update information that has changed

Internet Appeals

If your application was denied for medical reasons, you can request an appeal of the decision on the Internet



How to Request an Appeal Online

Go to *www.socialsecurity.gov/disability/appeal*

Complete and submit these forms online:

- The appeal form mentioned in the decision letter you received
- An Appeal Disability Report (Form i3441)

Authorization to Disclose Information

★ This form (SSA-827) gives permission to your healthcare providers and others to release your records to Social Security

- This form will appear at the end of your online appeal
- You should print it out and complete it by hand
- You must sign it and mail it to Social Security

How Social Security Is Improving the Disability Process

- Quick Disability Determinations (QDD)
- Compassionate Allowances
- National Hearing Center (NHC)
- Hiring 175 new Administrative Law Judges
- Increasing efficiency with automation and improved business processes

How Social Security Is Improving the Disability Process

For more information about changes to the disability
claims process, visit our website at
www.socialsecurity.gov/disability

To Learn More About Social Security

Call, visit or go online to find
any of these pamphlets

Disability Benefits

Publication No. 05-10029

Supplemental Security Income (SSI)

Publication No. 05-11000

Benefits For Children

With Disabilities

Publication No. 05-10026



Visit Our Website or Call



www.socialsecurity.gov

or

1-800-772-1213

TTY 1-800-325-0778



In-Home Supportive Services (IHSS)

In-Home Supportive Services (IHSS)

- Program through the Adult Services branch of the Orange County Social Services Agency
- Overseen by California Department of Social Services (CDSS)
- Funds care providers so that a person can live safely at home (own or family home)
 - Includes those who would be able to return home from a hospital, nursing facility, or board and care
 - IHSS is an alternative to out-of-home care

In-Home Supportive Services (IHSS)

- Recipient is responsible for locating and supervising care provider
 - IHSS Public Authority has a care provider registry
 - Provider checks issued by State of California directly to care provider
 - Currently providers are paid \$9.30 per hour
- Hours authorized
 - Average 75 hours per month
 - Maximum 283 hours per month

In-Home Supportive Services (IHSS)

- Primary eligibility criteria
 - Must have a disability, vision impairment (blindness), or be elderly (age 65 and over)
 - Must be unable to live safely at home without help
 - Meet financial need requirement
 - Must be a Medi-Cal recipient
 - Some recipients with higher incomes may have a share of cost (SOC). This is determined by Medi-Cal.

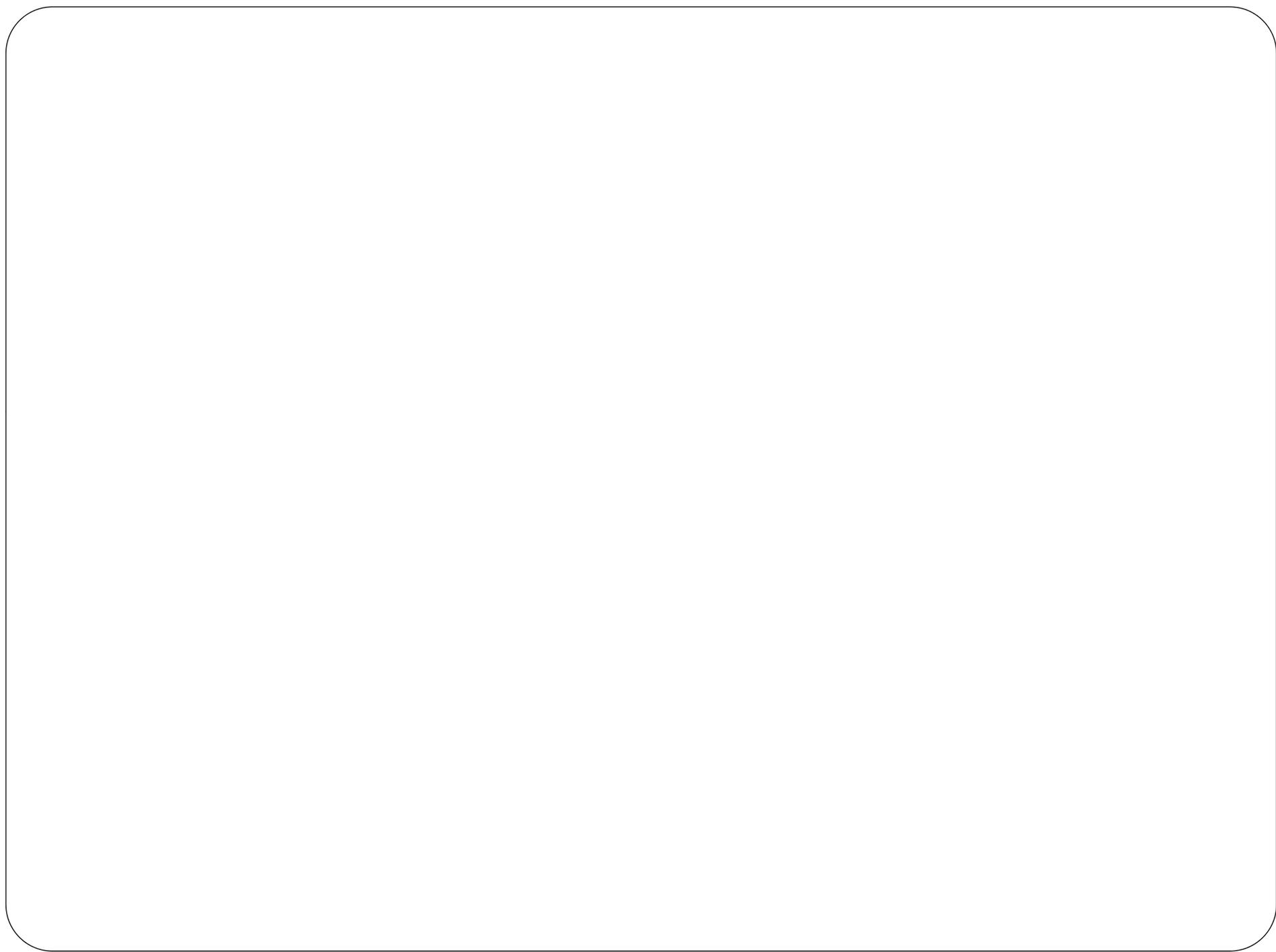
Services Available Through In-Home Supportive Services (IHSS)

- Based upon an in-home assessment of a person's functional abilities, physician certifications and other documentation, the following tasks may be covered:
 - Personal care
 - Ambulation, Transfers
 - Bathing, Toileting
 - Dressing, Feeding, Grooming
 - Bowel and Bladder Care, Respiration Care
 - Transportation to Medical Appointments, Assistance with Medications
 - Domestic services
 - Cleaning
 - Shopping for food and other necessities
 - Laundry
 - Cooking and Meal Clean-Up

In-Home Supportive Services (IHSS) Contact Information

- Information and Application: (714) 825-3000
- Website: www.ssa.ocgov.com (click on Elder/Disabled)
- Mailing Address:

County of Orange Social Services Agency
In-Home Supportive Services
P.O. Box 22006
Santa Ana, CA 92702-2006





Adult Protective Services

Orange County Social Services Agency

**Protecting Orange
County Elder and
Dependent Adults**

What is Adult Protective Services (APS)?

- Program mandated by the State of California to accept and respond to allegations of elder and dependent adult abuse.

Elder



Any person residing in the state of California age 65 or greater

Welfare and Institutions Code 15610.27

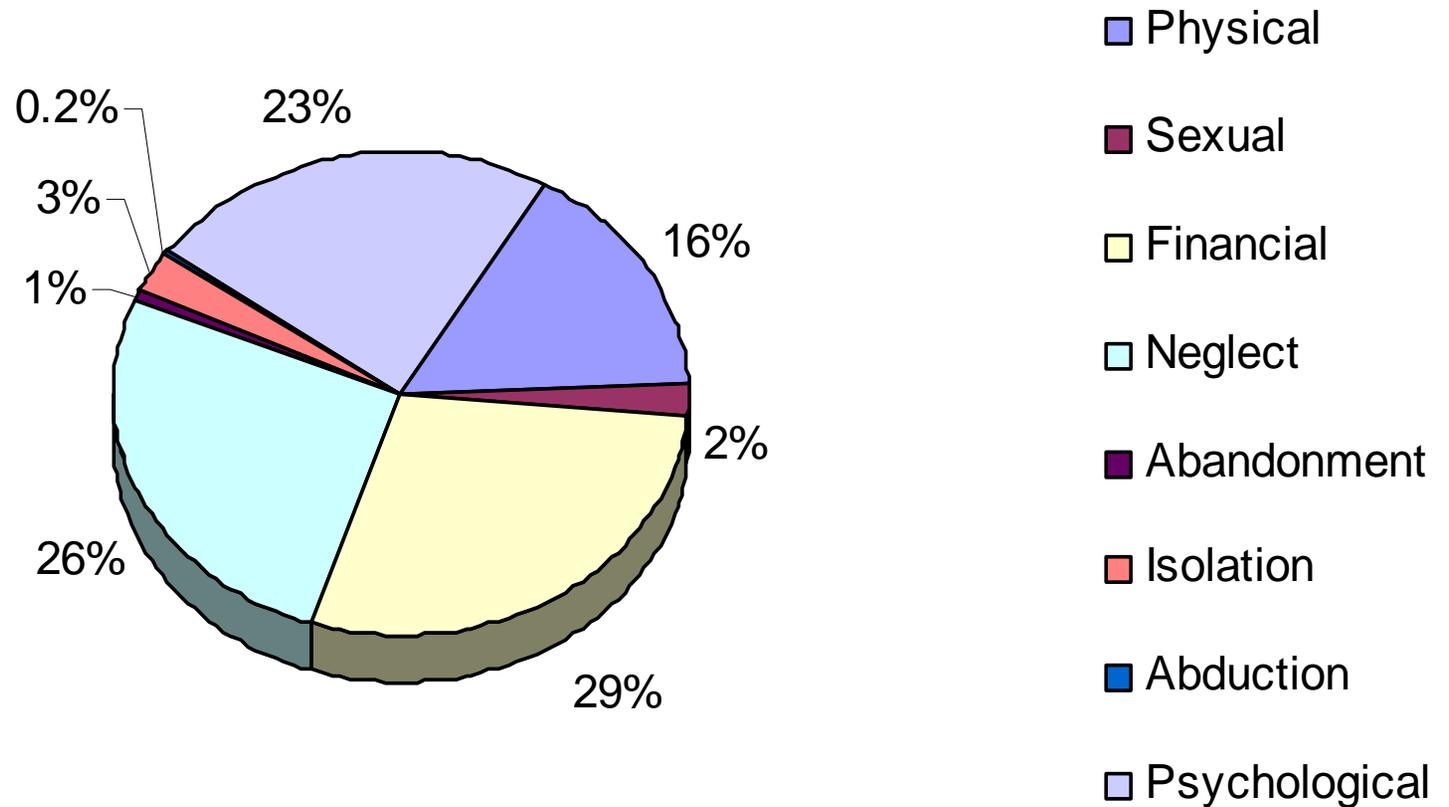
Dependent Adult



- Any person residing in the state, between the ages of 18 and 64 years, who has physical or mental limitations that restrict his or her abilities to carry out normal activities or to protect his or her rights or whose physical or mental abilities have diminished because of age

Welfare and Institutions Code 15610.23

Adult Abuse Allegations By Others 2009



Types of Abuse by Others

- Physical
- Sexual
- Financial
- Neglect
- Abandonment
- Isolation
- Abduction
- Psychological

Facts About Sexual Abuse

- Sexual abuse of elders and dependent adults is under reported. At least one study found that 83% of women with intellectual disabilities had been sexually assaulted and of those, nearly 50% had been sexually assaulted 10 times or more.

Crime Victim with Developmental Disabilities Workshop
Report: Joan Petersillia 2001

Financial Abuse Indicators

- Sudden changes in bank account/ banking practices
- Inclusion of additional names on bank accounts
- Unauthorized withdrawals
- Recently drawn/frequently changed will for confused elder or dependent adult
- Client can afford better care than what is provided



Financial Abuse Indicators

- Sudden appearance of uninvolved relatives
- Being charged for services that are not necessary
- Victim has been isolated from friends and family



How and What to Report

- **You Must Make an Oral Report First!**
- **Call** report in as soon as possible to:
 - Local law enforcement
 - APS **1-800-451-5155**
- Use the **SOC 341** -- Adult Protective Services Reporting Form
- **Written report on SOC 341** is to be mailed/faxed **within 2 working days** to the appropriate agency

Social Services Agency

Adult Abuse Registry

P.O. Box 22006

Santa Ana, CA 92702-2006

Fax: (714) 825-3265

Considerations:

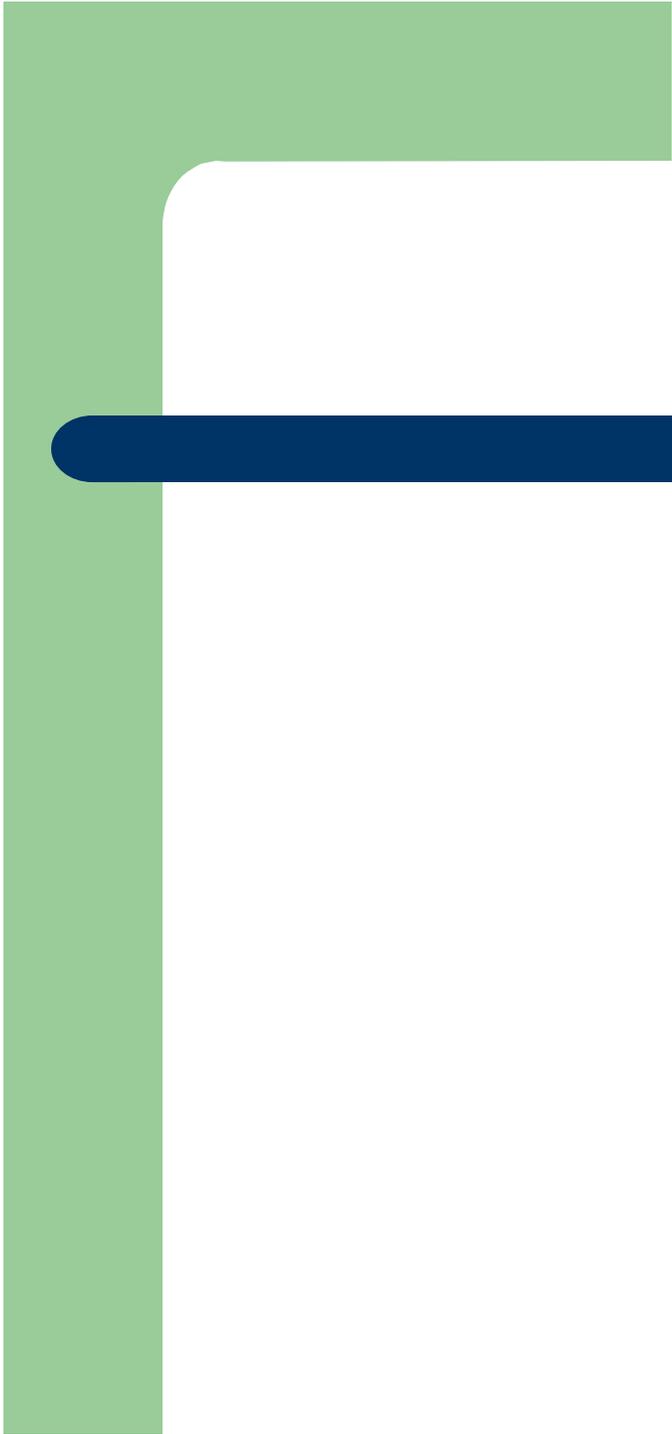
- Needs
- Willingness
- Family involvement
- Eligibility
- Geographic area
- Cognitive status



Adult Protective Services



Working together to keep our seniors and dependent adults safe



STATE OF CALIFORNIA DEPARTMENT
OF REHABILITATION
INFORMATION SHEET



WHAT DOES THE DEPARTMENT OF REHABILITATION DO?

- The Department of Rehabilitation assists Californians with disabilities obtain and retain employment and maximize their ability to live independently.
- Vocational rehabilitation services are designed to get Californians with disabilities prepared for employment and can include training, education, transportation and job placement.

SHOULD YOU APPLY FOR VOCATIONAL REHABILITATION SERVICES?

- Are you having trouble getting or keeping a job because of your disability?
- Do you believe vocational rehabilitation services would help you obtain or retain a job?
- Do you want to work?
- If you answered “yes” to all these questions, you may be eligible for DOR services.

WHAT HAPPENS ONCE YOU APPLY FOR SERVICES?

- Once you decide to apply for services, you will be given an appointment with a counselor for an interview to begin the assessment process.
- You and your counselor will carefully evaluate information about your disability and your employment situation.
- Your counselor will determine your eligibility for our services within 60 days, unless an agreed-upon extension of time is needed.

WHAT IS ORDER OF SELECTION?

- When the Department does not have enough funds to serve all applicants who are deemed eligible for our services, the federal government requires that we use in order selection process.
- The process involves determining the significance of a person's disability and determining if they are disabled, significantly disabled, or most significantly disabled.
- If there is a shortage of available funds, then people with the most significant disabilities receive services first.
- Placing individuals in a priority category provides a fair way to serve all eligible individuals in the required order.

WHAT SERVICES MAY BE PROVIDED?

Counseling and guidance

Referrals

Vocational testing

Skills assessment

Vocational and other training services

Job search and job placement assistance

Diagnostic services

Interpreter services

Occupational licenses

Supported employment services

On-the-job assistance

Rehabilitation assistive technology

Transportation, if needed

HOW MUCH DO SERVICES COST?

- Usually nothing. Many services are provided without cost.

ARE RECORDS WITH THE DEPARTMENT OF REHABILITATION CONFIDENTIAL?

- Yes, the Department is committed to keeping any information you provide confidential

DEPARTMENT OF REHABILITATION CONTACT INFORMATION

Department of Rehabilitation (3 locations in Orange County)

www.dor.ca.gov

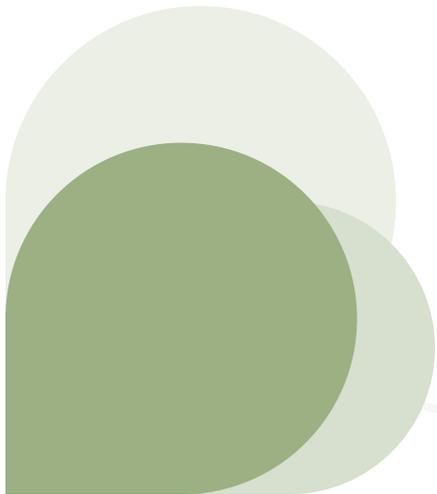
Anaheim District Office
222 South Harbor Blvd., Suite 300
Anaheim, CA 92805
Phone: (714) 991-0800

Santa Ana
1221 East Dyer Road, Suite 265
Santa Ana, CA 92705
Phone: (714) 662-6030

Laguna Hills
24012 Calle de la Plata, Suite 220
Laguna Hills, CA 92653
Phone: (949) 598-7942



Low-Income Housing Resources





Federal Housing Choice Voucher Program (Section 8)

- Housing subsidies from the federal government are administered by the Department of Housing & Urban Development (HUD) through the Housing Choice Voucher program (also known as “Section 8”)
- Housing vouchers are distributed to qualified applicants by Public Housing Agencies (PHAs) – there are four PHAs in Orange County
- Vouchers usually cover 30%-40% of rental costs



Federal Housing Choice Voucher Program (Section 8)

- HUD vouchers are most often used for:
 - Adults with disabilities living independently in their own apartments
 - Families who meet income and other criteria
- Not all landlords accept Section 8 vouchers
 - The recipient is responsible for finding a participating landlord with available units
 - The local public housing agencies usually have a list of participating landlords and property managers



Federal Housing Choice Voucher Program (Section 8)

- Interested persons need to apply to an open waiting list
 - All Orange County PHAs have a waiting list; all except Anaheim only accept applications during an open application window
 - The wait typically ranges from 3 to 8 years
- There is typically a 3 to 8 year wait for a voucher
 - Preference is usually given to:
 - Those who live or work within that housing authority's jurisdiction
 - Elderly, disabled, and working families
 - Veterans



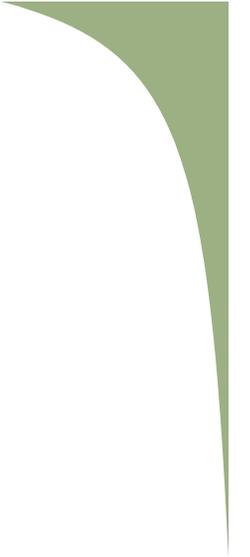
Orange County Public Housing Authority Contact Information

- Anaheim Housing Authority
201 S. Anaheim Blvd.,
Suite 201, Anaheim
Phone: (714) 765-4320
www.anaheim.net
- Garden Grove Housing Authority
11277 Garden Grove Blvd.,
Suite 101C, Garden Grove
Phone: (714) 741-5150
<http://www.ci.garden-grove.ca.us>
- Orange County Housing Authority
1770 North Broadway,
Santa Ana
Phone: (714) 480-2815
www.ocgov.com
- Santa Ana Housing Authority
20 Civic Center Plaza,
Second Floor, Santa Ana
Phone: (714) 667-2200
www.ci.santa-ana.ca.us



Other Housing Resources

- For those interested in purchasing a property, most cities and the County of Orange offer various levels of down payment, first time homebuyer, and other mortgage assistance.
 - Check with the jurisdiction you are interested in for more information
 - To learn how to advocate for more affordable housing for low-income residents of Orange County, attend The Kennedy Commission’s monthly Housing Education Forums, www.kennedycommission.org
- 



National Alliance on Mental
Illness – Orange County
(NAMI – OC)

Outreach 2010

What Is NAMI OC ?

- Non-Profit 501(c)3 organization founded in 1980
- Volunteer based with some paid staff
- We offer various services to the community involving mental illness. All services are free
- Affiliated with NAMI California and NAMI National

Mission Statement

NAMI OC

The mission of NAMI Orange County is to provide emotional support, education and resources for families, and those affected by mental illness.

In collaboration with the entire community, we advocate for a life of quality and dignity, one without discrimination, for all those persons affected by this illness.

Mission Statement Elements

- *Emotional Support* – We coordinate approximately 12 support groups, a call-in support line, stigma elimination efforts, etc.
- *Education* – We conduct classes such as Family to Family, Basics, Provider Course, an education program for young people, In Our Own Voice, Veteran's Outreach and others
- *Resources* – We maintain an extensive library, publish a resources book and quarterly newsletters to our members and maintain on-line resources on our website – www.namioc.org

What Is Mental Illness?

- A medical condition, a disease of the brain -
- That disrupts a person's thinking, feeling, mood, ability to relate to others -
- And results in a diminished capacity for coping with the ordinary demands of life and their daily functioning

What Mental Illness is Not

- Don't confuse mental illness with a psychopath/sociopath
- A psychopath/sociopath is a person who is sane but amoral. It is a character defect not a mental illness
- Mental Illness is distinct from substance abuse, developmental delays and mental retardation

Mental Illness is an Equal Opportunity Disease

- Mental disorders affect men and women of all ages, races and ethnic backgrounds
- It is the single greatest public health burden of disability costing over 100 billion dollars per year in direct costs and over 250 billion dollars including all costs in the United States

Major Categories of Mental Illness

- Thought disorders such as Schizophrenia
- Mood disorders such as Unipolar depression and Bipolar disorders
- Anxiety disorders such as Obsessive-compulsive behavior, phobias, etc.
- When mental illness also involves additional drug or alcohol dependency we term that co-occurring conditions

Why Should You Care about Mental Illness?

- It impacts your constituents either through their own suffering or the suffering of a family member and that results in lost economic productivity, affects quality of life and increases City, County, State and Federal Government expenses
- Unipolar depression is the leading cause of disability worldwide and 10% - 12% of Orange County's population will suffer from unipolar depression in any given year

How Mental Illness Impacts Young People

- Half of the adults who are ill were ill by the age of 14 and 75% by the age of 25.
- Suicide is the third leading cause of death, ages 15-24.
- Only 1/5 of young people needing treatment actually receive it.

How NAMIOC can help



We bring knowledge to young people in classrooms, youth groups, etc. Our goal is to help young people recognize symptoms seek treatment, to have empathy, and to dispel the myths that surround mental illnesses.

LIGHT

Leading Individuals to Great Hope Today

Program Goals

- To increase awareness that mental illnesses are biologically based brain disorders
- To help participants identify the symptoms and treatments of mental illnesses
- To reduce the stigma of mental illness, to open minds, and to reduce discrimination
- To bring NAMI to the awareness of youth so they may use available resources
- To encourage those experiencing symptoms of mental illness to seek treatment when needed.
- To prepare students to be informed about mental illness and its impact on society

How NAMIOC can Help - Con't

We offer families and caregivers information, hope, and empowerment through our Basics and Mano-a-Mano classes.



***NAMI
Basics
Education
Program***

*The fundamentals of
caring for you and
your child with
mental illness*

Support and Education for Families

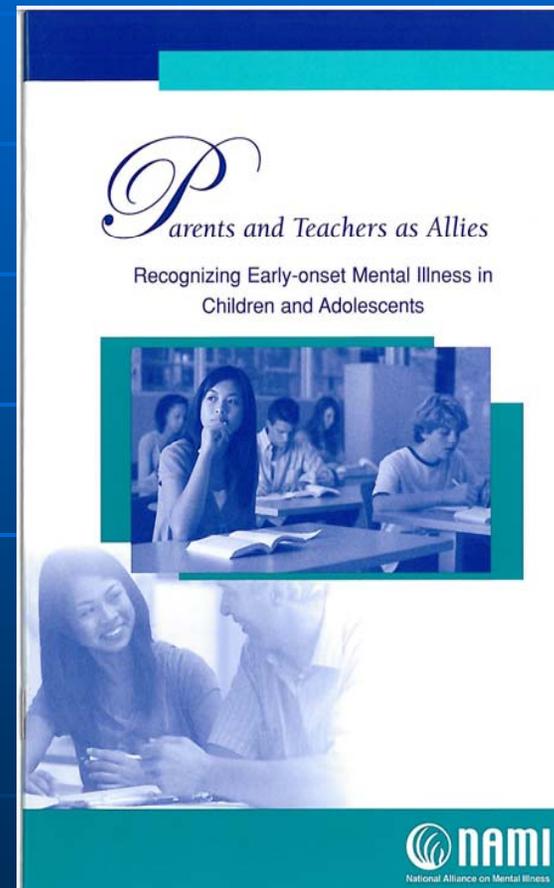
Basics is an educational program that provides learning and practical insights for families.

The course:

- Is six different classes, 2 ½ hours each.
- Is offered FREE of charge
- Is taught by trained NAMI family members who have children with mental illness
- Follows a structured format covering issues frequently faced by families dealing with a child or teen with mental illness

How NAMIOC Can Help - Con't

Our Parents and Teachers as Allies presentation helps adults recognize youngsters in need of help.



Parents and Teachers as Allies

An in-service program that helps school professionals and families better understand the early warning signs of mental illness in children and adolescents. Participants also gain an understanding of the experience of the family and the individual as they deal with illness | themselves or their loved one.

The National Alliance on Mental Illness – Orange County

Making a Difference

1810 E. 17th Street
Santa Ana, CA 92705

Tel: 714-544-8488

Fax: 714-544-0791

Email: info@namioc.org

Website: www.NAMIOC.org